



## CODE OF ETHICS AND CONDUCT COMPLAINT PROCESS

**Step 1** - Complainant obtains a complaint form available:

- On-line at [www.riversideca.gov/city\\_clerk/](http://www.riversideca.gov/city_clerk/)
- By calling the City Clerk's Office at 951-826-5557
- At the City Clerk's Office, 3900 Main Street, 7th Floor, Riverside, CA, 92522

**Step 2** - Complainant completes the form in its entirety. Failure to complete all sections of the form may result in the filing being deemed incomplete. Incomplete filings will not be processed. Supporting documents may be attached.

**Step 3** - Within 180 days of discovery of the alleged violation, complainant files the completed form and attachments, if any, in the City Clerk's Office, 3900 Main Street, Riverside, CA 92522.

**Step 4** - Upon filing, the City Clerk and City Attorney review the submittal for completeness only. Any issue of timeliness will be resolved by the adjudicating body and, if there is an appeal, by the City Council.

**Step 5** -

For complaints against elected officials:

- If filing determined complete, the City Clerk schedules the matter for a hearing with the adjudicating body as soon as practicable and notifies both parties at least fourteen days in advance of the hearing.
- If filing determined incomplete, the City Clerk notifies the complainant. Once fully complete, the City Clerk schedules the matter for a hearing with adjudicating body as soon as is practicable following receipt of the completed filing and notifies both parties at least fourteen days in advance of the hearing.

For complaints against members of boards, commissions, and committees:

- If filing determined complete, one of the following occurs:
  - If requested by the complainant, the City Clerk forwards the matter to the official and the appropriate board, commission, or committee chair for informal resolution. Within fifteen days of completed submittal, City Clerk notifies both parties of resolution, if any. If resolved to the satisfaction of both parties, the matter is concluded.
  - If complainant requests to seek informal resolution and the matter is not resolved to the satisfaction of both parties, within seven days of notification by the City Clerk either party may request, in writing, a hearing before the adjudicating body.

- If complainant did not request to seek informal resolution, the City Clerk schedules the matter for hearing before the adjudicating body and notifies both parties.
- If filing determined incomplete, the complainant is so notified by the City Clerk. Once complete, the City Clerk forwards the matter either to the official and board/commission/committee chair or the adjudicating body, as requested by the complainant.

**Step 6** - City Clerk conducts a random drawing of board and commission chairs to serve as five-member adjudicating body, plus one alternate.

**Step 7** - City Clerk notifies both parties of the hearing date, place, and time at least fourteen days in advance.

**Step 8** - On the determined date, adjudicating body opens the hearing. The complainant presents the matter to the adjudicating body. The official against whom the complaint has been made may offer any comments in rebuttal to the adjudicating body. Any other person in attendance may speak for three minutes to the adjudicating body. Any person may submit written comments to the City Clerk at, or prior to, the hearing. The adjudicating body closes the hearing, deliberates, and makes their decision. Formal rules of evidence do not apply.

**Step 9** - City Clerk notifies both parties in writing of the adjudicating body's decision and appeal process.

**Step 10** - The decision of the adjudicating body may be appealed by either party by submitting such appeal in writing to the City Clerk within seven days of the adjudicating body's decision. If no appeal is received within seven days, the matter is concluded.

**Step 11** - If appeal filed within seven days, City Clerk schedules the appeal before the City Council and notifies both parties at least fourteen days in advance.

**Step 12** - City Council conducts the hearing and makes their findings and determination.

**Step 13** - City Clerk notifies both parties in writing of the City Council's findings and determination. The matter is concluded.

\*The above process shall be concluded if at all possible within 90 days of the complaint being determined to be complete.

\*Sanctions are governed by Section III, B. of the Code of Ethics and Conduct